Date: 26 October 2016

Job Title: Patient Experience Co-ordinator
Department: Patient Experience
Location: Waitemata DHB
Reporting To: Associate Director – Patient Experience
Direct Reports: None

Functional Relationships with:
- Internal
  - Quality Team
  - Professional Leaders Nursing/Medical/Allied health
  - Alliance
- External
  - General Managers/Heads of Departments Nursing/Medical/
  - Allied health
  - Clinical Directors/Charge Nurse Managers/All Clinical & non Clinical
  - Staff
  - Maori Health/Pacific Support Services/Asian Health
  - Primary Care
  - Planning & Funding
  - Service Users and their families
  - Other DHB's

Our Purpose, Values and Standards
At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:
1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.
Purpose of the role

The Waitemata DHB has two priorities:

- Improving outcomes, and
- Enhancing patient experience.

The Patient Experience Programme brings together the values and behaviours, patient experience, community engagement and development activity in order to meet the Board priorities.

This role supports the Experience Programme in the following ways:

- Promote and encourage feedback from patients and staff.
- Support the analysis and reporting of feedback in order to identify opportunities to improve.
- Support improvement activity with the Patient Experience Programme.
- Foster positive relationships to facilitate a culture of openness and successfully achieve the programme goals.

This position description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in light of the changing circumstances and in consultation with the position holder.

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<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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| Responsibilities| • Participate in patient workshops, support planning, coordination of activities, resources, equipment and information.  
• Responsible for the coordination and evaluation of patient information booklets.  
• Responsible for collating relevant case studies to support patient experience education.  
• Support of survey design for:  
  - services evaluation  
  - patient experience feedback  
• Identify relevant IT to support patient experience feedback collection |
| Feedback        | • Support staff to utilise the Friends and Family Test.  
• Support patients and their carers to feedback about their experience of hospital services ensuring feedback is shared with the relevant teams.  
• Lead in the DHB’s patient story programme.  
• Facilitate and support the DHB’s listening events and other feedback opportunities.  
• Co-ordinate the national survey programme within the DHB.  
• Role model key behaviours and strategies for patient communication and feedback resolution. |
### Patient Experience Co-ordinator

**Position Description**

| Reporting                                                                 | • Produce high-quality reports and oral presentations.  
| • Assist in the collection and reporting of feedback in a timely manner across the DHB.  
| • Provide training and support for staff accessing experience data on DHB systems e.g. QlikView.  
| • Monitor and track patient experience project progress.  
| • Liaise and support services and wards with feedback collection and problem solving. |

| Quality Improvement                                                       | • Lead and assist in specific projects as directed by the Associate Director - Patient Experience.  
| • Support services and wards to use feedback for quality improvement.    |

| Relationships                                                             | • Positive and constructive relationships with key stakeholders are established and maintained.  
| • A culture of open relationship building is fostered within the programme.  
| • Unresolved issues are escalated in the first instance to the Associate Director - Patient Experience. |

| General                                                                   | • Provide patient support for the DHB’s Experience Programme.  
| • Communicate effectively with DHB staff at all levels of the organisation.  
| • Communicate effectively with a diverse range of patients, relatives and members of the public.  
| • Review and update the patient experience pages on the intranet. |

| Statutory & Treaty of Waitangi obligations                               | • Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.  
| • Show sensitivity to cultural complexity in the workforce and patient population. |

| To recognize individual responsibility for workplace Health & Safety under the Health & Safety Act 1992 & Amendments 2002 | Support WDHB H&S Culture by:  
| All Employees:                                                              | • Following & complying with H&S policies & processes & applying them to their own work activities.  
| • Identifying, reporting & self-managing hazards where appropriate.  
| • Early and accurate reporting of incidents at work. |
**PERSON SPECIFICATION**

**POSITION TITLE:** Patient Experience Co-ordinator

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<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td><strong>Qualification</strong></td>
<td>• Qualified to equivalent of level 3 NCEA</td>
<td>• 3-5 years’ experience of working in a complex Health Care Environment.</td>
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<td><strong>Experience</strong></td>
<td>• Proven experience in customer service.</td>
<td>• Ability to analyse and interpret complex pieces of information and incorporate it into the project plan.</td>
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<td>• Experience of analyzing and reporting feedback.</td>
<td>• Ability to produce and deliver high quality written and oral material suitable for a wide audience at all levels.</td>
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<td><strong>Skills/Knowledge/Behaviour</strong></td>
<td>• The ability to communicate in a way that shows sensitivity to other people and achieves desirable outcomes.</td>
<td>• Knowledge of working with Maori people, the basics of the treaty of Waitangi and education/management of cross cultural communication.</td>
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<td>• Excellent communication and presentation skills.</td>
<td>• Demonstrates a continuous passion for excellence and innovation.</td>
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<td>• Ability to learn and effectively utilize data systems/bases e.g. QlikView.</td>
<td>• Able to manage conflict and mediate a ‘win-win’ outcome.</td>
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<td>• Upholds confidentiality with a reputation</td>
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<td>• Results orientated.</td>
<td>• Demonstrates a continuous passion for excellence and innovation.</td>
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<td>• Behaviour consistent with Waitemata DHB shared values and behaviours.</td>
<td>• Able to manage conflict and mediate a ‘win-win’ outcome.</td>
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<tr>
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<td>• Attention to detail.</td>
<td>• Knowledge of working with Maori people, the basics of the treaty of Waitangi and education/management of cross cultural communication.</td>
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<td>• Adaptable and flexible in approach.</td>
<td>• Demonstrates a continuous passion for excellence and innovation.</td>
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